

DeWitt Pharmacy Suffers Staffing Shortage



December 2005

The Department of Pharmacy is dedicated to providing courteous, efficient, quality care and services. You will see significant improvements to our timeliness over the next few months.

The Department of Pharmacy DeWitt Army Health Care Network is committed to providing courteous, efficient, quality care and services.

Recently, the Department of Pharmacy has suffered from severe staffing shortages that have negatively impacted the wait times at the main Outpatient Pharmacy. We sincerely apologize for the inconvenience you may have suffered due to this shortage.

The Command and the Pharmacy are dedicated to hiring pharmacist and pharmacy personnel as quickly as possible. We are currently down 6 pharmacists and 6 pharmacy technicians. In the mean time we have borrowed staff from other medical treatment facilities but not enough to bring us to full staff.

We have recently offered several

pharmacists positions and anticipate we will see those hiring actions come on board in the next few weeks. We hope to see a reduction in the pharmacy wait times sometime around mid to late January once all the hiring actions are complete and the new personnel have completed their in-processing.

In the mean time, we pledge to process your prescriptions as quickly and as safely as possible during these circumstances. Our primary goal is to process prescriptions without error to ensure the safety of our valued customers.

If there is anything we can do to assist you during this visit to the pharmacy, please do not hesitate to ask.

Sincerely,

Major Lela C. King, PharmD

Chief, Pharmacy Services

"In the mean time, we pledge to process your prescriptions as quickly and safely as possible..."

Drop Off Prescriptions Now Accepted

The Department of Pharmacy realizes the wait can get long during our peak hours. You now have the option to drop off your prescription with the front desk and return in two hours to pick it up. When you return, you will be given a ticket to expedite your wait if you return prior to 1630. At 1630 and on weekends, the pharmacy serves customers on a first come first serve basis. Prescriptions will only be held for 48 hours. Prescriptions left for more than 48 hours will be returned to stock. The main pharmacy does not have the ability to store large numbers of pre-filled prescriptions.

If you have a prescription from an outside provider, (i.e. the prescription is NOT already entered into the computer by your doctor) you can drop off your prescriptions at the Refill Pharmacy located at the PX. The Refill pharmacy does not carry some controlled substances (for pain and medications to treat ADHD). Please check with the concierge.



Call In Refills Have Priority

If you have refills, you can make your pharmacy experience much quicker by calling in your refills. Refills called in are ready for pick up two days later and you have the choice of picking them up at the Main pharmacy, or avoiding the crowds and long lines by going by the

Refill Pharmacy located at the PX.

Refills that are not called in must take a number and wait at the main pharmacy or drop off and come back in two hours at the PX pharmacy.

The call in refill number is 1-800-248-6337.

Hours of Operation.

Main Pharmacy Monday-Friday 0730-2030

Saturday 0730-1630

703-805-0694

PX Pharmacy Monday-Friday 0900-1700

703-806-5538